

Service Date: March 8, 2002

DEPARTMENT OF PUBLIC SERVICE REGULATION
BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MONTANA

* * * * *

IN THE MATTER OF Directory Service, Inc.,)	UTILITY DIVISION
Network Comm. Group, and Integretel Complaint)	
by the Montana Public Service Commission)	DOCKET NO. D2002.3.29
Regarding Unauthorized Charges on Customers')	ORDER NO. 6411
Telecommunications Bills)	

TO: Directory Service, Inc.	Network Comm. Group
1901 South Congress Avenue, Suite 106	6278 N. Federal Highway #380
Boynton Beach, Florida 33426	Fort Lauderdale, Florida 33308
Integretel	
P.O. Box 611987	
San Jose, California 95161	

ORDER

At a regularly noticed work session, held on March 5, 2002, the Montana Public Service Commission (PSC) took the following action in the above captioned matter:

Pursuant to MCA 69-3-1301 et. seq. and PSC rules ARM 38.5.3901 through 38.5.3913 you are hereby directed to provide to the Commission within twenty (20) days of today's date the following:

1. Any documentation confirming valid authorization for each bill initiated and or submitted by your company to each and every customer in Montana;
2. All documentation pertaining to investigation you have done regarding charges for products or services that were billed to Montana customers without authorization;
3. Records of complaints received by you regarding unauthorized charges, regardless of what state they came from;
4. All documentation that conforms to ARM 38.5.3901 and 38.5.3904 that confirms the valid authorization for charges placed by you;

5. All records of billing agreements or contracts pertaining to the initiation and placement of charges on Montana consumers' accounts that you have with each other or with any other company.

The above requested documentation shall be provided to the Montana PSC at 1701 Prospect Avenue, P.O. Box 202601, Helena, Montana 59620-2601, within twenty (20) days of the service date.

Failure to provide the above documentation shall result in penalties being imposed as provided in § 69-3-1301 MCA et. seq. and ARM 38.5.3901 through 38.5.3913. Any penalty that may be imposed as a result of this order is in addition to any other penalties that may be imposed.

BY THE MONTANA PUBLIC SERVICE COMMISSION

GARY FELAND, Chairman
JAY STOVALL, Vice Chairman
BOB ANDERSON, Commissioner
MATT BRAINARD, Commissioner
BOB ROWE, Commissioner